



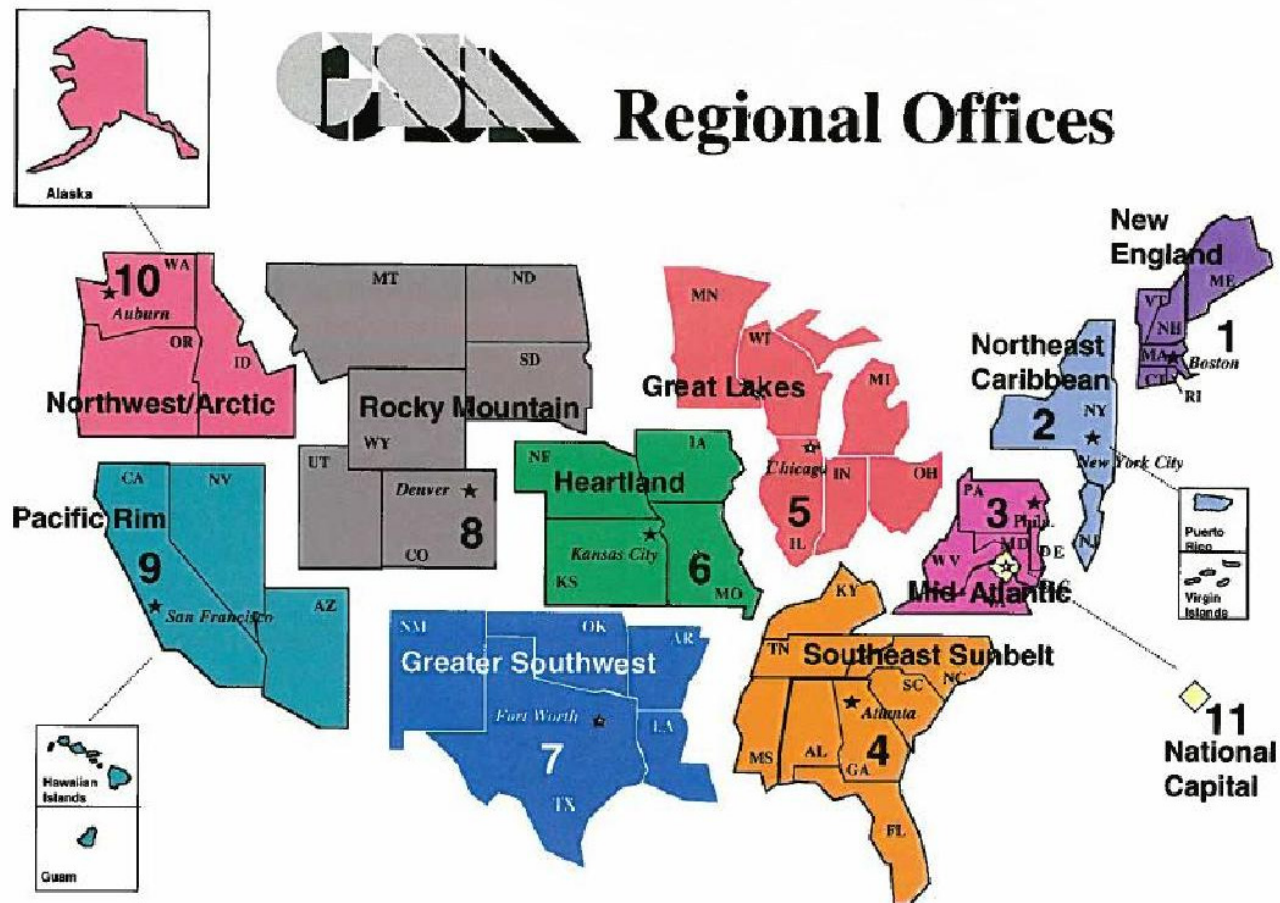
# Overtime Utilities 2015



# Agenda

- How much Overtime Utilities currently?
- What we need for an OU Estimate
- What's in an OU Estimate?
- New Items for 2015
  - External Website – <http://www.gsa.gov/ou>
  - Excel Help Tool
  - Customer Letters
  - Estimate Bundling
- How To Reduce Overtime Utilities
- Issues with OU Estimates
- Questions & Answers

# How are GSA Regions broken out?





# Overtime Utilities – Current Status - Table

Region	Total Number of Estimates	Total Estimated Amount
01	242	\$3,701,564.68
02	211	\$10,227,708.29
03	263	\$5,590,425.29
04	427	\$5,441,573.37
05	299	\$8,824,360.10
06	234	\$7,513,238.61
07	329	\$7,069,853.76
08	176	\$4,663,033.92
09	385	\$9,114,737.47
10	160	\$2,107,976.66
11	222	\$67,708,697.91
Grand Total	2948	\$131,963,170.06



# The Overtime Utilities Estimate

- What is an Overtime Utilities Estimate?
  - An OU Estimate is an estimate of the cost of utilities and related costs that are above the standard services as outlined in the PBS Pricing Policy.





# What we need from you

Type of Space – Office Space, Server Room, or Border Station.

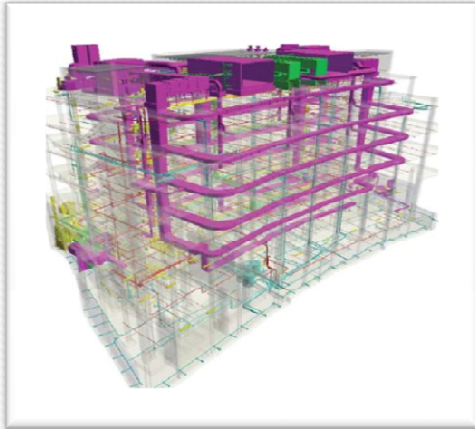
Location(s) – Floors, Entire Suite, or Single Office

Date(s): – Single Day, Multiple Days

Hour(s) - # of Hours, Repeating, or Anytime

Type of Utility – Lighting, HVAC, or Both

# What's in an Estimate?



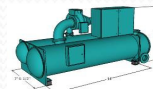
When a request is received, the estimator must first determine where the request is, and then determine what equipment is needed to fulfill the request.

**Scenario:** Agency ABC Requests HVAC for a full 8hrs (Sat. 9AM-5PM)

- The space ABC occupies is 3000 sqft, Located on the 3<sup>rd</sup> Floor
- Agency ABC does not have dedicated equipment for HVAC.
- Agency ABC is within a HVAC Zone for the entire 3<sup>rd</sup> Floor, 18,000 sq ft. The 3<sup>rd</sup> Floor HVAC Zone is supplied by the following equipment...

## Helpful Tip:

Imagine the Building is a Tree, and your Customer is the Leaf. For OUs, we estimate and charge for the cost to provide services through the branches of the building HVAC system to the Agency. Every piece primary building equipment used to provide HVAC to that customer space needs to be included within the OU estimate.



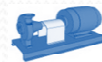
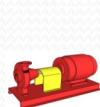
- 600 Ton Chiller



- 600 Ton Tower w/ 50Hp motor



- One (1) - Main Handler Unit 600 Hp

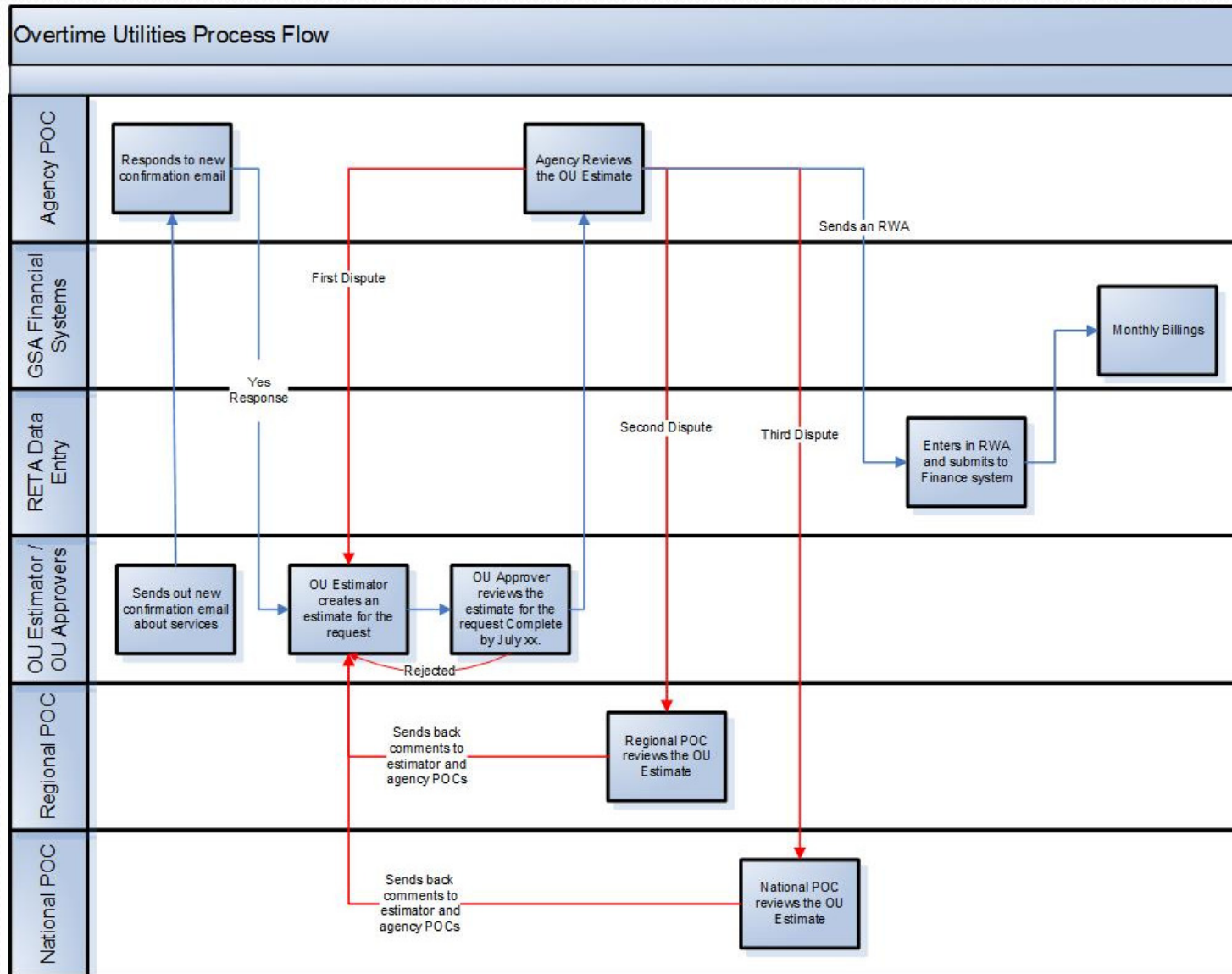


- Primary Pump (20 Hp), Secondary Pump (50Hp), and  
Condenser Pump (75Hp)





# Overtime Utilities – Process Flow





# New Items - Website

## Facilities Management

- Overview
- Child Care Facilities
- GRPIS Program
- Facilities Operations
  - ▶ **Overtime Utility Program**
  - FAQs
  - Policy
  - Reference Section
  - Training
- GSA Smart Buildings
- Reimbursable Work Authorization
- Security
- GSA National Contact Center
- Occupancy Administration

## Overtime Utilities

### Program History and Overview

The General Services Administration's (GSA) overtime services program provides our tenants with the assurance that they have the required support and services essential to carrying out their mission requirements. The program operates in an environment that authorizes the tenant to provide GSA with the necessary reimbursable funding to cover the costs to deliver to our tenants services that exceed GSA's 10 hour daily standard for building operations. The Authority, for OU services and collections are in the [Federal Property and Administrative Services Act of 1949](#), as amended, and as revised, restated and re-codified without substantive change by [P.L. 107-217](#) [PDF - 3.52 MB] (Title, 40 U.S.C., Subtitle I).

Our goal is to ensure that these services and practices meet or exceed those that are furnished in the private sector. We are committed to maintaining a collaborative process between our tenants and GSA to ensure that overtime utilities are managed to meet your requirements and expectations.

GSA has established a National Overtime Utilities team to guide the program and estimating process. Part of the team's tasking included developing tools and enhancements to standardize and make the estimating process easier. These included an Overtime Utilities Estimating Tool (OUET) implemented in RETA to prepare and track overtime estimates.

To better serve you, we developed this site to help explain GSA's overtime utility services program and tools. It should make it easier and more efficient for you to navigate through

### CONTACTS

**James Policano**  
(202) 501-7658

- [James.policano@gsa.gov](mailto:James.policano@gsa.gov)
- [View Contact Details](#)

**Ronald Whitley**  
(202) 501-1505

- [ronald.whitley@gsa.gov](mailto:ronald.whitley@gsa.gov)
- [View Contact Details](#)

# New Items - Website

WHAT GSA OFFERS

DOING BUSINESS WITH GSA

LEARN MORE

BLOG

[Home](#) > [Buildings & Real Estate](#) > [Facilities Management](#) > [Facilities Operations](#) > [Overtime Utility Program](#) >

## Facilities Management

• Overview

• Child Care Facilities

• GRPIS Program

• Facilities Operations

Overtime Utility Program

► FAQs

Policy

Reference Section

Training

• GSA Smart Buildings

• Reimbursable Work Authorization

• Security

• GSA National Contact Center

• Occupancy Administration

## Overtime Utilities: FAQs

If you don't find your question and answer below, please submit your question to the [PBS OU Help Desk](#).

1. **Is there a mechanism for tenants to make a claim and receive a credit when it is believed that required services during the 10-hour day are not consistently provided?** For 10-hour day service issues, work with the GSA Property Manager and Regional Account Manager to resolve any disputes on Service Disruptions.
2. **If a TENANT regularly requires greater than 10-hours of services per day, can the lease or occupancy agreement be adjusted to increase or change "normal base operating hours" in order to reduce overall costs?** For Federally-Owned space, standard utility services included in the operating rent are based on the value of a one-shift office operation, Monday through Friday, excluding federal holidays. PBS provides a consistent heating or cooling temperature for one shift (minimum of 10 operating hours). GSA Pricing Desk Guide For leased locations, if the local market practice provides standard HVAC hours that exceed 10 hours (and/or Saturday hours), and the lease states the building's normal operating hours, additional reimbursement is not required for those hours. In this limited circumstance there is no additional cost to the Government for tenant special services. For more information, please see Section 2.6 (page 2-27) of the GSA Pricing Desk Guide.
3. **Does the 10 hours include the time it takes buildings to ramp up to required temperatures?** The startup and shutdown times are not included in the normal 10 hours of base operations. The 10 hours is "at temperature", each building is unique in its ability to recover the tenant space depending on the ambient conditions/summer/winter etc.. Data Centers run 24/7 so there is no startup time

## CONTACTS

**James Policano**  
(202) 501-7658

- [James.policano@gsa.gov](mailto:James.policano@gsa.gov)
- [View Contact Details](#)

**Ronald Whitley**  
(202) 501-1505

- [ronald.whitley@gsa.gov](mailto:ronald.whitley@gsa.gov)
- [View Contact Details](#)

# New Items - Website

WHAT GSA OFFERS

DOING BUSINESS WITH GSA

LEARN MORE

BLOG

[Home](#) > [Buildings & Real Estate](#) > [Facilities Management](#) > [Facilities Operations](#) > [Overtime Utility Program](#) >

## Facilities Management

• Overview

• Child Care Facilities

• GRPIS Program

• Facilities Operations

Overtime Utility Program

FAQs

► Policy

Reference Section

Training

• GSA Smart Buildings

• Reimbursable Work Authorization

• Security

• GSA National Contact Center

• Occupancy Administration

## Overtime Utilities: Policy & Guidance

### Guidance

- [Overtime Utilities Incidentals](#) [PDF - 62.22 KB]: Memo regarding the definition and operational guidance on the use of incidental utilities.
- [Customer Guidance for Overtime Utility Services under Continuing Resolution](#) [PDF - 292.18 KB]: Memo from PBS Commissioner Robert A. Peck regarding GSA reimbursement for Overtime Utility Services during a continuing resolution.
- [Client Letter- RWAs for Above Standard Services during a Continuing Resolution](#) [PDF - 61.12 KB]: Memo from PBS Directors regarding GSA reimbursement for Overtime Utility Services during a continuing resolution.
- [OU Estimate Bundling](#) [PDF - 22.06 KB] : Document covering the Overtime Utilities Estimate Bundling process

### Policy Reference Links

- [GSA Pricing Policy](#):
- [RWA Policy and Guidance](#)

### CONTACTS

James Policano  
(202) 501-7658

- [James.policano@gsa.gov](mailto:James.policano@gsa.gov)
- [View Contact Details](#)

Ronald Whitley  
(202) 501-1505

- [ronald.whitley@gsa.gov](mailto:ronald.whitley@gsa.gov)
- [View Contact Details](#)



# New Items - Website

WHAT GSA OFFERS

DOING BUSINESS WITH GSA

LEARN MORE

BLOG

[Home](#) > [Buildings & Real Estate](#) > [Facilities Management](#) > [Facilities Operations](#) > [Overtime Utility Program](#) >

## Facilities Management

• Overview

• Child Care Facilities

• GRPIS Program

• Facilities Operations

Overtime Utility Program

FAQs

Policy

▶ Reference Section

Training

• GSA Smart Buildings

• Reimbursable Work Authorization

• Security

• GSA National Contact Center

• Occupancy Administration

## Overtime Utilities: Reference Section

### Overtime Utilities Reference Materials

- [OU Desk Reference Guide](#) [PDF - 876.76 KB]: Document is the complete Desk Reference Guide for the Overtime Utilities Program.
- [Power Conversion Formulas](#) [PDF - 986.28 KB]: Document outlining the different types of equipment, their conversion factor and average preventative maintenance.
- [OU Tenant Appeals](#) [PDF - 58.91 KB]: Document describing the process for tenants to appeal an OU estimate.
- [OU Estimate Review Checklist](#) [PDF - 154.65 KB]: Document list out the items that OU Reviewers look at when reviewing OU Estimates.
- [OU Process Flow Diagram](#) [JPEG - 65.71 KB]: Document to display the Overtime Utilities Process Flow from request for service to submitting a signed RWA.
- [OU Estimate Help Tool](#) [XLS - 222.76 KB]: Document that explains the different fields on the estimate for the user, including where the data comes from and how to validate it.
- [OU Audit Protocol](#) [PDF - 262.12 KB]: Document describes the Overtime Utilities auditing protocols for conducting virtual and on site audits of OU estimates for completeness and accuracy.

### Sub-metering Reference Materials

- [GSA Sub-metering Presentation](#) [PDF - 4.21 MB]: Presentation walking thru the different aspects of sub-metering.

### CONTACTS

James Policano  
(202) 501-7658

- [James.policano@gsa.gov](mailto:James.policano@gsa.gov)
- [View Contact Details](#)

Ronald Whitley  
(202) 501-1505

- [ronald.whitley@gsa.gov](mailto:ronald.whitley@gsa.gov)
- [View Contact Details](#)

# New Items – Excel Help Tool

OU\_Estimate\_Help\_Ref\_Locked\_vers\_6\_aug\_15 - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Developer Nuance PDF

Cut Copy Paste Format Painter Clipboard

Arial 14 A A B I U Merge & Center

Wrap Text

Number \$ % .00 .00

Conditional Formatting as Table Cell Styles

Insert Delete Format

AutoSum Fill Clear Sort & Filter Find & Select

F2 OVERTIME UTILITY ESTIMATE

A B C D E F G H I J K L M N O

1

2 GSA

3 This document provides help information for specific fields, and is for information purposes only. DO NOT use for any actual computations.

4

5 **1. BASIC INFORMATION** (click here to view the OU Process Map)

6 Estimate Tracking Number OUNY010513219132 (Stand-Alone Estimate)

7 Requesting Agency (AB Code) JUDICIARY (01005) (click here to view the AB code list)

8 Customer POC jackson.florence@dol.gov

9 GSA POC doyle.moore@gsa.gov

10 RWA Number

11 Dates 10/1/2013 -- 9/30/2014

12 Building name JAMES M HANLEY FB

13 Building # NY0281ZZ

14 Border Station Building # NO

15 Address

16 Data Center/Server Room

17 Total BLDG Rentable SQFT

18 OT Square Footage Used

19 Hourly Rate for Mechanics

20 Number of Agencies Sharing Use

21 Projected KWH AND KW Cost/Hr (usa

22

23

24

25 **COST SUMMARY**

26 FUEL COST AND SUBMETERED UTIL

27 CONDENSER WATER CONSUMPTION

28 HVAC EQUIPMENT COSTS

29 ADDITIONAL PROGRAM EQUIPMENT

30 LIGHTING, OUTLETS

31 MECHANIC & JANITORIAL LABOR

Field Title: Data Center/Server Room

Definition: A Server room is a space that is conditioned with cooling 24 hours a day 7 days a week, and it typically has a rack or more of servers with a UPS.

How is this field populated? Yes, if it's a server room and No, if it's not.

Validation process: N/A

Estimate Status: Submitted

FUNCTION CODE COST BREAKDOWN

	Continuing Resolution	\$0.00
	Miscellaneous	\$0.00
PGA11	Janitorial	\$0.00
PGA31	Gas	\$0.00
PGA32	Water	\$0.00
PGA33	Electric	\$18,283.95
PGA34	Steam	\$0.00
PGA36	Oil	\$0.00
PGA37	Chilled Water	\$0.00
PGA42/PGA47	Mechanical	\$7.51
PG981	Overhead (recurring)	\$100.00
PG982	Overhead (non-recurring)	\$0.00
	TOTAL	\$18,391.46

USAGE RATE \$0.14 DEMAND RATE \$0.00

	\$0.00
	\$0.00
	\$13,516.29
	\$0.00
	\$4,767.65
	\$0.00

Cell B16 commented by JosephLukinich

100%



# New Items – Customer Letters

- The letters rollout in order
- We need to hear back from the customer on the letters
- It's a start for us on our consistent communications for each customer from each region.



# New Items – Customer Letters

- Verification of Need

U.S. General Services Administration  
SYRACUSE FIELD OFFICE  
100 South Clinton St.  
Box 7305  
Syracuse, NY 13261-7305  
[www.gsa.gov/rwa](http://www.gsa.gov/rwa)



3/30/2015

Martha Stratton  
Administrative Officer  
DEPARTMENT OF JUSTICE, OFFICE OF U.S. ATTORNEYS  
100 South Clinton  
Syracuse, NY 13261-7198

Subject: GSA RWA – Verification of Need for Above Standard Services  
Period of 01/10/2015 to 06/01/2015  
JAMES M HANLEY FB  
100 SOUTH CLINTON ST.  
SYRACUSE, NY 13261  
Response Due: 3/30/2015

Dear: Martha Stratton

Recently your Agency requested new Above Standard Services or in the past fiscal year, your Agency established an RWA with GSA for Above Standard Services for US Attorney extra hours. Requested additional hours for OTU because of trial preparation temporarily in addition to their already approved OTU R1152892. located at JAMES M HANLEY FB in SYRACUSE, NY. Attached is an estimate for those services for the period of 01/10/2015 to 06/01/2015.

# New Items – Customer Letters

- Request for RWA

U.S. General Services Administration  
SYRACUSE FIELD OFFICE  
100 South Clinton St.  
Box 7305  
Syracuse, NY 13261-7305  
[www.gsa.gov/rwa](http://www.gsa.gov/rwa)



4/30/2015

Martha Stratton  
Administrative Officer  
DEPARTMENT OF JUSTICE, OFFICE OF U.S. ATTORNEYS  
100 South Clinton  
Syracuse, NY 13261-7198

Subject: RWA Required for Above Standard Services - Estimate Attached  
Period of 01/10/2015 to 06/01/2015  
JAMES M HANLEY FB  
100 SOUTH CLINTON ST.  
SYRACUSE, NY 13261  
RWA Due: 5/5/2015

Dear: Martha Stratton

Please submit a completed RWA to GSA to ensure GSA can provide the requested Above Standard Services, as outlined below and in the attached estimate, without disruption:  
US Attorney extra hours. Requested additional hours for OTU because of trial preparation temporarily in addition to their already approved OTU R1152892. at the location(s) and for the service period identified in the subject line above.

# New Items – Customer Letters

- Second Request for RWA
- Third Request for RWA

U.S. General Services Administration  
SYRACUSE FIELD OFFICE  
100 South Clinton St.  
Box 7305  
Syracuse, NY 13261-7305  
[www.gsa.gov/rwa](http://www.gsa.gov/rwa)



6/18/2015

Martha Stratton  
Administrative Officer  
DEPARTMENT OF JUSTICE, OFFICE OF U.S. ATTORNEYS  
100 South Clinton  
Syracuse, NY 13261-7198

Subject: Second Notification – RWA Required for Above Standard Services – Estimate Attached  
Period of 01/10/2015 to 06/01/2015  
JAMES M HANLEY FB  
100 SOUTH CLINTON ST.  
SYRACUSE, NY 13261  
Original Due Date: 6/23/2015

Dear Martha Stratton:

GSA has not yet received a completed RWA in response to our last correspondence dated 03/30/2015 requesting an RWA for Above Standard Services for the period of 01/10/2015 to 06/01/2015. In order to avoid escalating this matter, we request immediate submission of a completed RWA or a written notification informing GSA that the services are no longer needed.





# New Items – Estimate Bundling

- Regions may allow agencies to bundle all office estimates into a single master OU estimate and RWA.
- Still billed \$100 Overhead Fee for each OU Estimate.
- However, only need to sign and track one RWA on customer side.
- Puts more work on GSA to manually track all the child estimates.
- Looking to automate parts of the process to help with tracking.



# How To Reduce Overtime Utilities?

- Easy ways
  - Change Temperature Set Points in Server Rooms
  - Don't request extra hours when not really used
  - Only ask for hours that are needed
  - Change Core Hours
- Harder ways
  - Consolidate Server Rooms
  - Re-structure the Server Rooms with Best Practices
  - Move server rooms off of Building Chilled Water loop.

# Issues with Overtime Utilities?





# Questions

